



# Service Desk

All tasks in one place



A friendly face for requesters, a powerful tool for internal services teams. ALVAO Service Desk provides a single point of contact for all in-company requests. IT support team gains an overview of the workload, clear priorities, and improved communication.

## Are you familiar with these challenges as IT manager?

- Do you struggle with top management to defend the IT budget?
- Is your IT overloaded and operating in firefighting mode?
- Have you lost track of what your team is doing?
- Are you unable to effectively solve advanced workflows, such as starters/leavers process?

Thanks to ALVAO Service Desk, you will finally get an overview of your team's work. Team management reports in Service Desk help you to easily make decisions and present your results to top management. Your employees will appreciate the self-service portal also available through Microsoft Teams. Our tool saves your time and money. It's intuitive without extra user training.

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*By implementing the service catalog and the relevant approval procedures, we eliminated all paperwork in IT and increased data security.*

**PETR NEMECEK, IT MANAGER | LINET GROUP**

## What do customers value about Service Desk?

- Intuitive user interface known from Microsoft 365
- Reliable technical support to immediately solve your problems
- A tool that is developed together with our customers and their needs
- Seamless experience thanks to the deep synergy with Asset Management
- Automation of starters and leavers process
- Service Desk is used by the entire company without extra costs
- Eliminating and digitizing paper requisitions and speeding up their approval



### ALVAO Service Desk in Microsoft Outlook

Deal with requests without leaving Outlook. With one click, you'll get all your required task information.



### ALVAO Service Desk in Microsoft Teams

Using Service Desk integration in Teams will help users resolve incidents more quickly, and improve teamwork and cooperation with your business partners.



### Data-driven culture with Power BI

Team management reports and IT performance reviews help you defend your budget or motivate your team. With Service Desk, you can see how goals, metrics, and KPIs are performing.



### Powerful configuration with effortless upgrade

Reduce manual and repetitive tasks with no-code workflows, automate ticket routing and customize the interface for maximum end-user delight.



### Easy integration with robust REST API

Connect Service Desk third-party applications to accelerate data sharing, reduce process time and realize the most value from your infrastructure.